



How to reset your Reemployment Assistance account PIN.

Review the section of this guide that best applies to your situation:

- **Section 1:** I filed a Reemployment Assistance (RA) claim **before** September 2, 2021.
- **Section 2:** I created my Reemployment Assistance (RA) account login with multi-factor authentication and successfully signed into my RA account, **after** September 2, 2021.

Section 1: RA Claims Filed Before September 2, 2021

1. Visit FloridaJobs.org and click "**Claimants**" in the top right corner to access your RA account.



2. You will be directed to the RA account sign in screen. Enter your email address and password. Click **"Sign in."**

FLORIDACOMMERCE

Sign in

example@mail.com

.....

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Note: If you are unable to sign in to your RA account, please refer to the [Guide for Accessing Your Reemployment Assistance Account](#).

3. Read the Claimant Warning Notice and select "I have read and understand the information above." Click **"Next."**

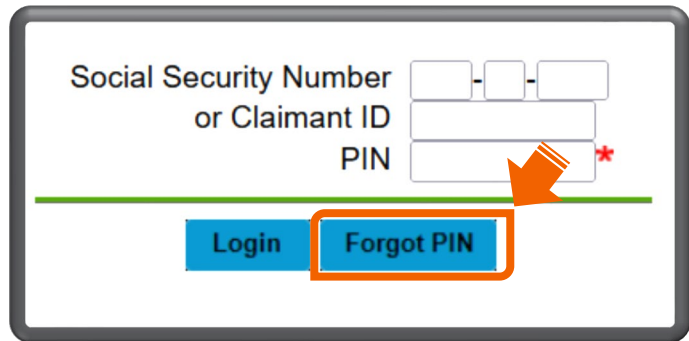
If you use this computer system, it is important that you understand:

- You have no right to privacy on this system.
- State of Florida representatives can read, record, copy and monitor everything you do or say here.
- All information in this system is confidential.
- Anyone who accesses the system, or reads or copies the information, without permission could be charged with a misdemeanor. There may also be other legal penalties.

I have read and understand the information above. *

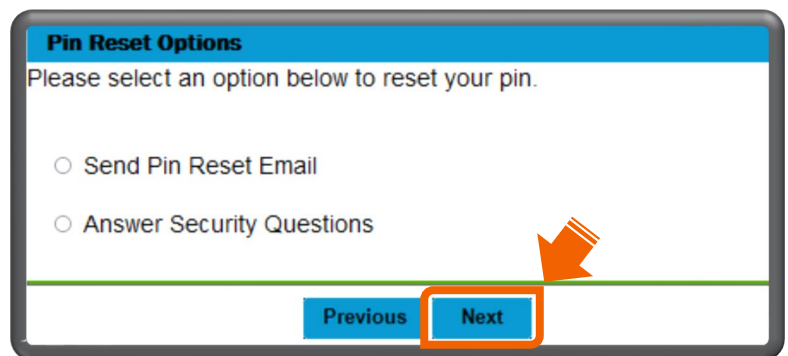
Next

4. Enter your Social Security number and click “**Forgot PIN.**”



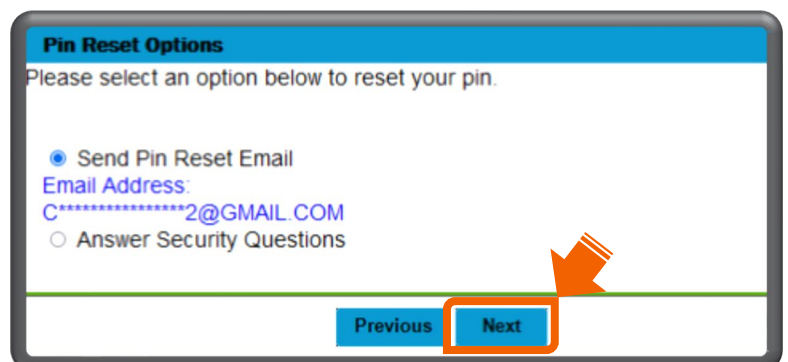
A screenshot of a login form. At the top, it says "Social Security Number or Claimant ID" followed by a field with three boxes and dashes. Below that is a "PIN" field with a red asterisk to its right. An orange arrow points to the PIN field. At the bottom, there are two buttons: "Login" and "Forgot PIN". The "Forgot PIN" button is highlighted with an orange border.

5. To reset your PIN, select “Send PIN Reset Email” or “Answer Security Questions.” Click “**Next.**”



A screenshot of a screen titled "Pin Reset Options". Below the title, it says "Please select an option below to reset your pin." There are two radio button options: "Send Pin Reset Email" and "Answer Security Questions". An orange arrow points to the "Next" button at the bottom right. The "Next" button is highlighted with an orange border.

6. If you select “Send PIN Reset Email,” the email on file will be partially displayed. If you recognize the email, click “**Next.**”



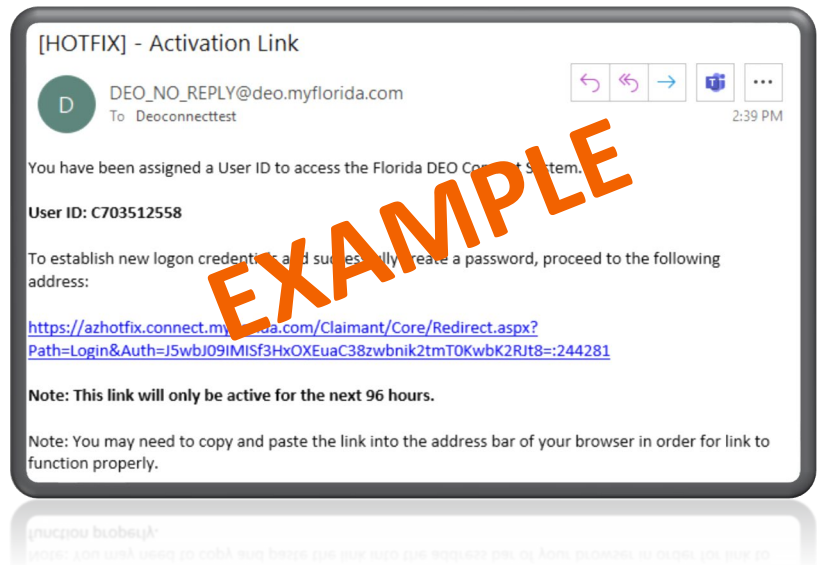
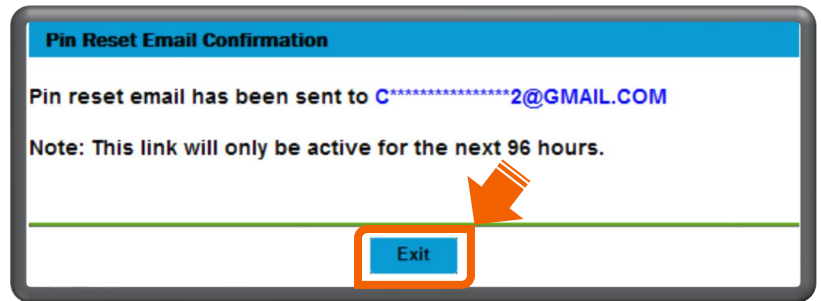
A screenshot of a screen titled "Pin Reset Options". Below the title, it says "Please select an option below to reset your pin." The "Send Pin Reset Email" option is selected with a blue dot. Below it, the text "Email Address:" is followed by "C*****2@GMAIL.COM". The "Answer Security Questions" option is unselected. An orange arrow points to the "Next" button at the bottom right. The "Next" button is highlighted with an orange border.

Note: If you don't recognize the email address, skip to Step 7.

The PIN Reset Email

Confirmation means an email has been sent to the email address on file. The link to reset your PIN is valid for 96 hours. Click "Exit."

Example of a PIN reset email.



7. If you select "Answer Security Questions" on the PIN Reset Options screen (see Step 5), you will verify personal information and answer the security questions established on your account. Click "Next."

A screenshot of a "Submit Personal Information" form. The title bar is blue with white text. The form contains several fields with red asterisks indicating required information: "Confirm your Social Security Number:" followed by a text box; "Birth Date:" followed by a date picker (mm/dd/yyyy); "Gender:" with radio buttons for "Female" and "Male"; "Security Question 1: In what city were you born?" followed by a text box; "Security Question 2: What is your mother's maiden name?" followed by a text box; and "Security Question 3: What was the name of the hospital where you were born?" followed by a text box. At the bottom of the form, there are two blue buttons: "Previous" and "Next". The "Next" button is highlighted with an orange box and an orange arrow pointing to it from the right.

Enter your preferred 4-digit PIN, then reenter to confirm. Review or modify your security questions. Click "Submit" to complete the PIN reset process.

Set PIN Code for Your Account

PIN (4 Single Numbers): *

Confirm PIN: *

Security Question 1: ▼

Security Answer 1: *

Confirm Security Answer 1: *

Security Question 2: ▼

Security Answer 2: *

Confirm Security Answer 2: *

Security Question 3: ▼

Security Answer 3: *

Confirm Security Answer 3: *

Remember this information. You will need it to log in to your Reemployment Assistance account online.

Note:

- **Your PIN code** can only be numbers 0 through 9. Do **not** use these numbers for your PIN: 0000, 1111, 9999, 1234, or the last 4 numbers in your Social Security number.
- **Your answers to security questions** must not be blank or have any special characters. Use only letters A through Z and numbers 0 through 9. The length of your answer must be between 3 and 35 characters.



If you are unable to reset your PIN using the above options, please submit a PIN reset request form online at [FloridaCommerce Verify](#).

FLORIDACOMMERCE Florida Reemployment Assistance Identity Verification

Florida Reemployment Assistance PIN Reset - [En Español](#) - [An Kreyòl Ayisyen](#)

This secure site is used by FloridaCommerce to allow claimants to reset their PIN who cannot access their Reconnect account, the online system for processing Reemployment Assistance claims. To reset your PIN, you must have or have previously held a Florida Driver License or Identification Card. If you have not held a Florida Driver License or Identification Card, please call 1-833-FL-APPLY (1-833-352-7759) for further assistance.

To reset your PIN, please complete the following form. Please provide your last name, address, and date of birth as it appears on your Florida Driver's License or Identification Card.

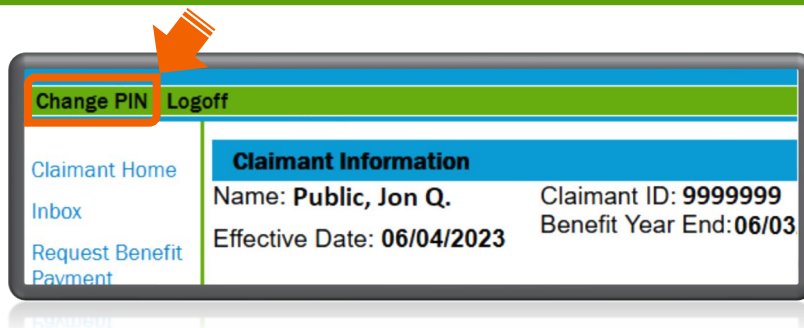
Email Address Re-enter Email Address Last Name

Florida Driver License or ID Card Number Date of Birth: (e.g. 07/28/1988) Social Security Number (e.g. 999-
mm/dd/yyyy

Address Line 1 (Street)

Section 2: Successfully signed into RA Account After September 2, 2021

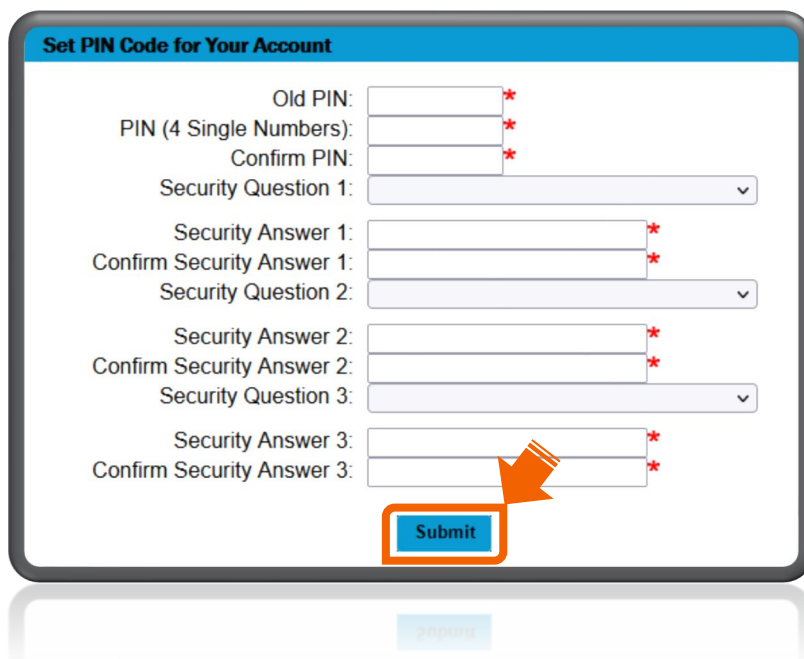
1. After signing into your RA account, click "**Change PIN**" in the top left corner of the Claimant Home page.



The screenshot shows the top navigation bar with 'Change PIN' and 'Logoff' links. Below is a 'Claimant Information' section with the following details:

Claimant Information	
Name: Public, Jon Q.	Claimant ID: 9999999
Effective Date: 06/04/2023	Benefit Year End: 06/03

2. Enter your old PIN. Enter your preferred 4-digit PIN and reenter to confirm. Next, review or modify your security questions. Click "**Submit**" to complete the PIN reset process.



The screenshot shows the 'Set PIN Code for Your Account' form with the following fields:

- Old PIN: *
- PIN (4 Single Numbers): *
- Confirm PIN: *
- Security Question 1: v
- Security Answer 1: *
- Confirm Security Answer 1: *
- Security Question 2: v
- Security Answer 2: *
- Confirm Security Answer 2: *
- Security Question 3: v
- Security Answer 3: *
- Confirm Security Answer 3: *

The 'Submit' button is highlighted with an orange box and an arrow.